



## German speaking E-Commerce Employee for Customer Service & Content

### Our Company

Etrias Lifestyle Stores is one of the best companies, but also one of the most fast-growing companies in the Netherlands. We are an e-commerce organisation that runs dozens of webshops in the Netherlands, Germany, France, and the UK. With an assortment of around 250,000 unique products, and with more than 250,000 customers per year, we're always kept busy! With a young, international team of 60 colleagues, we are continuously striving to improve and optimise our existing webshops, and also to create new ones. The IT, online marketing, as well as the customer service are all carried out in-house.

Our efforts have led to us winning the Thuiswinkel Award three years in a row for being the best webshop in the Netherlands, and has led to the FD Gazellen Awards to name us the 6th fastest growing company in the Netherlands. Alongside that, we are also one of the fastest growing technology companies in the Deloitte Fast50. In short: a company that we're very proud of, and that we enthusiastically continue to work on every day to make it even better!

### Description

In the position of "E-Commerce Employee for Customer Service and Content" you will be responsible for German customer service and the creation of new content for our websites. Your main responsibility will be customer service, where you will answer emails, phone calls and product questions from new and returning customers. Furthermore, you will manage the contact with our suppliers and service partners.

As a German speaking full-time employee, you will be responsible for the customer service for all customers from Germany, Austria and Switzerland. You will guide new employees for these markets to ensure that the customer service is always up to standard. At Etrias we value initiative and it is possible to improve existing processes. It is important that you are customer and service oriented and can respond quickly. Due to the variety of our webshops, you should be able to process a lot of information and acquire a solid general knowledge about our products.

If you like to take responsibility and get pleasure out of helping and advising customers, then you are well suited for this position. In the content department, you will be responsible for the creation of new pages within our existing webshops and for the translation of products into the German language. The job may include a marketing role in the future.

#### Customer service

- Answer emails and phone calls
- Manage tickets with suppliers
- Ensure quality of the flows (sending and returns)

#### Content development

- Creation of content relating to brands and product categories
- Translations of new collections
- Support in managing homepages and banners
- Improving the websites' structure



## Competences

Etrias is a company where initiative is key. Working at Etrias requires you to be proactive, develop a team spirit, and show a critical mind. We are very keen to have employees who enjoy their daily tasks and make the most of them.

We expect the following competences:

- Communication skills
- Service-oriented
- Pragmatic, proactive, and flexible
- Able to show initiative
- Reliable and trustworthy
- German as mother tongue
- English as pre-requisite and Dutch as a plus

### We expect the following:

- HBO / Applied University level
- German as mother tongue
- Excellent proficiency of the German language
- Available fulltime (min. 3 days)

### We offer the following:

- Competitive salary
- Pleasant and friendly atmosphere
- Opportunity to gain work experience

Are you interested? Do you want to be part of a young, fast-growing, and dynamic company? Do you want to be our next German colleague? Please contact Simon Klaus, by sending your resume and cover letter to this email address: [simon@etrias.de](mailto:simon@etrias.de)